

Competition Sensitive  
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**SPAWAR Systems Center –  
San Diego**

JOHN J. BERLIN, II, CODE 2211  
53560 Hull St., Bldg. A33, Room 1602W  
San Diego, CA 92152-5002



TO: \_\_\_\_\_

AGENCY: \_\_\_\_\_

PHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

**INFORMATION REQUEST  
PAST PERFORMANCE**

This office is currently in the process of awarding a competitive service contract. [CONTRACTOR NAME] has provided your name and organization as a reference regarding [CONTRACTOR'S NAME] record of past performance under Contract No. [CONTRACT NO.]. Specifically, we are looking for past performance information regarding the following areas:

- a.) Quality of Product or Service - Conformance to contract requirements, specifications and standards of good workmanship, accuracy of reports, appropriateness of personnel, and technical excellence;
- b.) Cost Control - Within budget, current accurate and complete billings, actual cost/rates reflect closely to negotiated cost/rates, cost efficiency measures, adequate budgetary internal controls;
- c.) Schedule - Timeliness of performance, met interim milestones, reliable, responsive to technical and contractual direction, completed on time, including wrap-up and contract administration, no liquidated damages assessed;
- d.) Business Relationships - Effective management, businesslike correspondence, responsive to contract requirements, prompt notification of problems, reasonable/cooperative behavior, flexible, proactive, effective Contractor recommended solutions, timely award and management of subcontracts, effective small/small disadvantaged business subcontracting program;
- e.) Customer Satisfaction - Satisfaction of end users with the Contractor's service;

In order for our team to compile its evaluation, we request that you complete the attached survey form and email it, and any other pertinent information, BEFORE THE DUE DATE OF THIS SOLICITATION to su.jones@navy.mil. Any relevant information you have would be vital in our assessment of the aforementioned Contractor.

Thank you very much!  
JOHN J. BERLIN, II  
Contracting Officer

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**NOTE: For statements indicating “Exceptional” or “Not Satisfactory,” please provide a brief explanation on the attached page.**

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CONTRACTOR PERFORMANCE EVALUATION SURVEY CONTINUED

CONTRACTOR NAME: \_\_\_\_\_

CONTRACT NUMBER: \_\_\_\_\_

EXCEPTIONAL      VERY GOOD      SATISFACTORY      MARGINAL      NOT SATISFACTORY

d.) BUSINESS RELATIONSHIPS:

- (1) The Contractor demonstrated effective management over the effort performed.
- (2) The Contractor maintained an open line of communication so that the COR and/or Technical Point of Contact were apprised of technical, cost, and schedule issues.
- (3) The Contractor presented information and correspondence in a clear, concise, and businesslike manner.
- (4) The Contractor promptly notified the Contracting Officer's Representative, Technical Point of Contact, and/or Contracting Officer in a timely manner regarding urgent issues.
- (5) The Contractor cooperated with the Government in providing flexible, proactive, and effective recommended solutions to critical program issues.
- (6) The Contractor made timely award to, and demonstrated effective management of, its subcontractors.
- (7) The Contractor demonstrated an effective small/small disadvantaged business subcontracting program.


e.) CUSTOMER SATISFACTION:

- (1) The products/services provided adequately met the needs of the program.
- (2) The Contractor was able to perform with minimal or no direction from the COR or the Technical Point of Contact.
- (3) I am satisfied with the performance of the Contractor under this effort.


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CONTRACTOR NAME: \_\_\_\_\_

CONTRACT NUMBER: \_\_\_\_\_

## This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.